

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Scantool & Mold Inc

Connecticut State Technology Extension Program

With ISO Registration, Scan Tool Goes After New Markets

Client Profile:

Scan Tool & Mold, Inc. (STM), founded in 1971, designs and manufactures prototype and/or multi-cavity injection molds. Customers from the medical, dental, automotive, electronic and cosmetic industries enjoy single source solutions for their injection molding and plastic mold fabrication requirements, from concept to completion. Scan Tool employs 26 people at its facility in Trumbull, Connecticut.

Situation:

STM made a strategic business decision to become ISO 9001:2000 registered, allowing the company to maintain lucrative contracts with key customers in the medical industry, expand to new customers and markets, and be more competitive against offshore competition. STM Quality Manager, Douglas Goodwin, contacted Ray Snyder, the Connecticut State Technology Extension Program's (CONNSTEP), a NIST MEP network affiliate, Senior Quality Systems Specialist, for assistance to become registered to this quality standard.

Solution:

CONNSTEP's service provider, William Yakubik, examined SMT's documentation and performed a gap analysis to assess the degree of existing compliance with the ISO 9001:2000 standard. He then assisted company personnel in the conversion of existing documentation of all Tier II (processes) and Tier I (policies) for the company's Quality Policy Manual. In addition, Yakubik delivered management and staff auditor training on the new standard and conducted internal quality audits to deliver a final audit report prior to the registrar review.

Results:

- * Achieved ISO 9001:2000 certification.
- * Increased sales by \$1 million.
- * Retained sales of \$1 million.
- * Invested \$10,000 in information technology equipment.
- * Invested \$5,000 in workforce practices.
- * Invested \$300,000 in capital improvements.
- * Achieved a more competitive and profitable position.

Testimonial:

"CONNSTEP and their service provider, William Yakubik, were essential contributors to our becoming ISO9001:2000 registered. With these positive changes and business growth, we are better able to serve our customers and become more resilient to offshore competition."

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John Gotch, Jr., Vice President